

Performance Work Statement (PWS)

Defense Manpower Data Center (DMDC) Support Services

1.0 INTRODUCTION

The Defense Manpower Data Center (DMDC) requires Administrative, Training, Paralegal, Document Control, and Security Administration support services. These services include interaction with Department of Defense (DoD), Defense Human Resources Activity (DHRA), Defense Security Systems (DSS), and other federal agencies to ensure operational effectiveness of DMDC efforts.

2.0 BACKGROUND

2.1 DMDC operates major programs that affect individual members of the DoD, as well as other Federal Departments and Agencies. These programs support active duty, reserve, and retired military members and their families, and civilian employees of the DoD. These programs include verifying military entitlements and benefits; managing the DoD ID card issuance program; providing identity management for the DoD; helping identify fraud and waste in DoD pay and benefit systems; personnel and property identification, authentication, and access control systems; personnel evacuation support systems; conducting personnel surveys; and assisting military members and their spouses with relocations, quality of life issues and post-service job searches. Additional information about DMDC can be obtained at <https://www.dmdc.osd.mil>.

2.2 DMDC is a geographically dispersed organization with offices/facilities located in Seaside, CA; Boyers, PA; and Alexandria, VA. Specific places of performance may vary during performance period as required to meet government requirements. The Alexandria location has limited space. Some individuals may be required to work off-site either through teleworking or through their corporate office. The hours of operation are position dependent to a degree. For receptionist positions, the Contractor is responsible for providing operations support during the established office hours for each place of performance; Alexandria, VA: hours of 7:00am to 5:30pm; Seaside, CA 7:00am to 5:00pm, Monday thru Friday. For all other positions, support will be in line with the respective location's core business hours. Exceptions to this are: Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings.

2.3 DMDC's Document Control requirement supports the PSA Division at the DMDC Boyers improved Investigative Records Repository (iIRR)-- a facility to manage security clearance background investigation files and Polygraph Charts and Technical Reports. It is located at the Iron Mountain Records Management Facility in Boyers, Pennsylvania. The DMDC Boyers facility provides retrieval of legacy investigative information used in the clearance adjudication of Government Service and contracting personnel in support of more than 186 DoD and non-DoD agencies and departments. Requesting agencies have no direct access to iIRR, the iIRR Production Administrators must retrieve the data for customers. The iIRR production administrators also directly support the DMDC FOIA/PA mission.

3.0 SCOPE

The contractor shall provide all personnel, management, equipment and facilities (not otherwise provided by the Government) and supplies necessary to perform the Administrative, Technical, Document Control, Legal Administrative Assistance, and Security Administration support services as detailed in this PWS.

4.0 REQUIREMENTS *The Contractor shall:*

4.1. Support the DMDC Alexandria, VA Office:

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4.1.1 Provide Office Support Typical tasks include timesheet assistance; travel coordination/documentation; meeting management to include scheduling, visitor parking reservations through building security; scheduling desk reservations for non-resident staff; coordinating and preparing agendas and read-ahead material; drafting briefing slides; meeting minutes and action item management; electronic documentation control; answering phones and transferring calls; sign-in and sign-out of visitors; mail pick-up and dissemination.

4.1.2 Provide Special Project Support

4.1.2.1 Assist in developing responses to Congressional inquiries for the Director, DMDC; knowledgeable of Department of Defense Instruction 5110.04, and staffing for coordination or response content across DoD.

4.1.2.2 Handle document receipt, transmittal, storage, accountability, classification, and destruction of Classified Material – a minimum Secret clearance required for this task.

4.1.2.3 Track, monitor and report status of travel and training budgets in coordination with BOM.

4.1.2.4 Draft, update and coordinate Standard Operating Procedures for all administrative duties, and other technical documents supporting DMDC's administrative functions, management of Human Capital and operation of DMDC facilities.

4.1.2.5 Support personnel actions such as assisting in the development of draft position descriptions, job vacancy announcements, and other documentation associated with workforce and talent management planning.

4.1.2.6 Provide subject matter expertise to HCO and DMDC organization by analyzing the effectiveness of performance management process in employee development.

4.1.2.7 Be responsible for oversight of and first line technical support for our Alexandria Video Teleconferencing Rooms. Assist on the East Coast as applicable in all functions detailed in **4.2.1**.

4.1.2.8 Graphic support for preparing HCO and Director level quarterly presentations, web site layout, and general content design support for DMDC.

4.1.3 Provide Training Support

4.1.3.1 Provide subject matter expertise and coordination assistance in the planning, development, staffing, implementation, and execution of training associated with professional and occupational requirements and competencies.

4.1.3.2 Recommend metrics which can be used to assess the effectiveness of planned and implemented training – cost, time to complete, effect on change or improvement in workplace performance/behavior, assessment of alternatives, cost efficiency, perishability of anticipated skill improvement.

4.1.3.3 Develop and maintain a master training schedule based on requirements provided by the government and approved sources of training completion.

4.1.3.4 Assess the overall annual training requirements across fiscal years and provide recommendations on the frequency of scheduling reoccurring training opportunities based on cost efficiency, information retention, and means of training delivery.

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4.1.3.5 Research and identify general developmental opportunities for the DMDC staff, identify the means to fulfill these developmental requirements, and schedule the various forums for completion of the developmental requirements.

4.1.4 Provide Legal Support

4.1.4.1 Provide administrative support to DHRA Office of General Counsel (GC).

4.1.4.2 Provide support for equal employment opportunity (EEO) hearings, and contract litigation including protests, claims and disputes. The contractor shall track all deadlines and provide accurate and timely administrative support to assist in meeting deadlines.

4.1.4.3 Ensure that documents GC determines as responsive to discovery requests, pre and post hearing submissions, and documents in litigation pleadings are organized in accordance with applicable court rules, administrative board rules, and regulation, and are accurately reproduced.

4.1.4.4 Ensure that documents, witness information, and hearing or litigation files are maintained in an organized, accurate, and complete manner.

4.1.4.5 Provide administrative support to ensure a compliant DHRA Ethics Program.

4.1.4.6 Establish and maintain organized, complete, and accurate, paper and electronic employee ethics files.

4.1.4.7 Identify and track new employees and provide administrative support to ensure that new employees timely file a Confidential Financial Disclosure Report (OGE 450), or Public Financial Disclosure Report (OGE 278) through the electronic Financial Disclosure Management (FDM) system, if required to file.

4.1.4.8 Provide notification to new employees of the requirement to complete one hour mandatory new employee ethics briefing and track compliance.

4.1.4.9 Track employees required to complete one hour of annual ethics training and send periodic reminders to employees to complete the training requirement by the deadline.

4.1.4.10 Assist GC in converting ethics training content to an electronic format.

4.1.4.11 Ensure that the electronic training format is accessible to DHRA employees required to take the training, and that the format contains a mechanism whereby GC is notified that the employee has completed the training.

4.1.4.12 Track departing employees, update files accordingly, and ensure the departing employee is scheduled for post-employment counseling if applicable.

4.1.4.13 Provide administrative support to ensure that ethics program deadlines are monitored and met.

4.1.4.14 Assist with GC monthly reports to management, which includes compiling information supplied by GC, formatting and editing the information into a cohesive, comprehensive, and accurate report.

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4.1.4.15 Maintain GC calendar and appointments.

4.1.4.16 Assist in establishing and maintaining organized, complete and accurate paper and electronic legal files.

4.1.4.17 Assist in dissemination of GC updates.

4.2 Support the Seaside, CA Office

4.2.1 Support DMDC Conference Center The DMDC Conference Center hub is located at our Seaside, CA location. Additionally, there are two VTC meeting rooms in Arlington and Alexandria requiring light technical support, and some scheduling responsibility. Hours vary on occasion when an earlier than normal arrival time is required, a later than normal meeting may be happening, etc. Coverage is needed for all times. The core hours for the Seaside Conference Center are 7:00 am Pacific Time through 5:00 pm Pacific Time.

4.2.1.1 Be responsible for the Conference Center Facility. Log daily functions, i.e. boot up and test video technical equipment every morning before the start of the business day as required; power the systems down at the end of the day, secure cabinets and rooms prior to departure each day and also if the conference center facility is unstaffed.

4.2.1.2 Test VTC connections to all involved sites in support of all VTC meetings ahead of schedule and trouble-shoot as necessary to ensure meeting starts on schedule. The Conference Center Staff is the first line of responsibility for resolving VTC operational issues.

4.2.1.3 Ensure staff availability supports scheduled meetings, thus ensuring full coverage of technical and administrative oversight, especially during peak usage times.

4.2.1.4 Ensure batteries are kept charged for all Video Teleconference Center (VTC) equipment; ensure proper cabling is available, etc.; escalate any issues regarding the equipment to the appropriate point of contact within existing standard operating procedures (SOPs). Escalation should occur once any malfunctioned is confirmed to be a technical/system failure.

4.2.1.5 Accommodate Meet-me-line (MML) set up and scheduling for East and West coast;; Facilitate online and in-person conference scheduling.

4.2.1.6 Oversee and update the automated calendar for Conference Rooms on the East and West Coasts. West Coast is primary point of contact for additional scheduling. Automatic posting should also be visible on a live LCD screen in the Conference area.

4.2.1.7 Answer phones and transfer calls to the appropriate conference attendees/employees;

4.2.1.8 Greet and assisting visitors with visitor badges or escort them to an office or meeting room;

4.2.1.9 Maintain a orderly appearance of the conference facility, including staff personal work space;

4.2.1.10 Assist with Conference/meeting management to include scheduling, recording summary meeting minutes and action items for Government personnel.

4.2.1.11 Ensure Polycom phones are plugged in and assist users in setup if requested.

Ensure that all manuals and POC lists are updated with the most current versions in the conference rooms.

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4.2.1.12 Update the Wired Privacy 2 (WP2) Key on laptops available for use through the Conference Facility Center as required.

4.2.1.13 Configure the meeting rooms as required to support customer's requirements. This may require moving tables, chairs and opening doors between the different VTC and Conference Rooms so configuration meets the scheduled meeting requirements.

4.2.1.14 Submit any supply requests to Contracting Officer Representative (COR) for procurement. All IT Equipment, VTC technology – devices, cables, etc., will be acquired by Systems Administrators.

4.2.2 Provide Switchboard Support Provide coverage 7:00am through 5:00pm Pacific Time. Knowledge of switchboard operations is required.

4.2.3 Mailroom Support This function requires a **Secret** level clearance. Provide coverage of mail room throughout day; open mail room and cover it as necessary. Core Mail room hours are 7am to 5pm Pacific Time. Coverage will be eight hours a day, as coordinated with Government staff.

4.2.3.1 Pick-up and sort incoming mail, preparing it for delivery/pick up by facility staff as notified/scheduled. Assist with delivering mail to divisions as necessary.

4.2.3.2 Prepare shipments for pickup from commercial and government carriers, i.e. FedEx, UPS, and DHL by ensuring that all Standard Operating Procedures (SOPs) are followed including proper government authorization. Keep a log of all commercial shipments.

4.2.4 Security Administration Support This position requires a **Secret** level clearance.

4.2.4.1 Issue official DOD Identification Cards to eligible DoD personnel IAW DoD Directive 5200.2-R Personnel Security Program and DoD Directive 5200.08-R, DoD Physical Security Program. This function includes supporting the government personnel tasked with implementing the physical security plan for the DoDC-MB and serve as Verifying Official and Local Registration Authority (VO/LRA).

4.2.4.2 Issue visitor and Defense Biometric Identification (DBIDS) cards as necessary. Provide Physical Access to individuals as needed by entering their Identification Cards into the Physical Access Control System.

4.2.4.3 Act as a Liaison between the Federal Police and the Defense Language Institute in the absence of the DMDC Security Officer.

4.2.4.4 Enter new records and assist in maintaining the DMDC Employee Database, maintain key assignments for occupants of the DoD Center and regulate building access privileges. A deliverable will be submitted monthly that outlines the actions that were performed by week (e.g., number of incident reports, summary of incidents, etc.).

4.2.4.5 Cover daily business hours from 6:00 am until 7:00 pm Pacific Time and when events occur in the building that require security to be present until 11:00 pm. Contractor personnel fulfilling this role must pass and keep current the Verifying Official and Local Registration Authority (VO/LRA) certification requirements.

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4.2.5 Provide Office Support Perform same duties as Alexandria counterparts detailed at paragraph 4.1.1. above

4.2.6 Provide Special Project Support Perform same duties as Alexandria counterparts detailed at paragraph 4.1.2. above

4.3 Support the Boyers, PA location (Iron Mountain Facility)

All contractor personnel performing this function must currently possess or be eligible for a Top Secret clearance based on a current SSBI. The DMDC Repository contains approximately 9,137,228 Dossier-Defense Investigative Service (DDIS) subject files and over 19,000,000 For Official Use Only and classified electronic, microfiche, and hard copy DDIS Personnel Security Investigation files. The iIRR application and database manages the iIRR file system and tracks location of all e-files, microfiche, and hardcopy iIRR documents.

4.3.1 Provide Document Control

4.3.2 Provide Document Control Technicians

4.3.2.1 Provide support required to satisfy the overall operational objectives of the DMDC improved Investigative Records Repository (iIRR) located at DMDC in Boyers, PA. Contractor personnel performing must be skilled in problem resolution; using and interpreting clearance and investigative data contained in DCII, JPAS/JCAVS, and other systems; oral and written communication; identifying and reporting issues affecting security.

4.3.2.2 Address all aspects of document and file control and access. Responsible for record transmittal, storage, digitization, accountability, classification, microfiche filing, and destruction when beyond retention for the PSA program and for DMDC East documentation also stored at Iron Mountain.

4.3.2.3 Maintain logs and journals as required to comply with prevailing Defense and Intelligence Community directives and provide counsel and training to new employees on document control issues.

4.3.2.4 Respond to approximately 2,000 FOUO and classified iIRR files requests per month via the DMDC Data Request System (DRS).

4.3.2.5 After accessing the iIRR application, generate the investigation record packages in a PDF format, redact files as required, and upload to DRS for customer retrieval. The record package could be either an e-file that is uploaded to the customer to retrieve; or iIRR file info from microfiche or hard copy documents that is scanned, redacted to remove Personal Identification Information on other individuals and 3rd agency records and transmitted to customers.

4.3.2.6 Maintain oversight of all DoD and no-DoD accredited agencies to ensure all iIRR file requesters have suitable access to handle critical sensitive data through Top Secret.

4.3.3 Provide iIRR Classified and Controlled Files Oversight

4.3.3.1 Perform iIRR Classified and Controlled Files oversight. Assist with the organization of the classified iIRR (CiIRR) controlled and classified files, as well as files of DSS personnel files, both paper and microfiche.

4.3.3.2 Maintain all controlled and classified CiIRR files; maintain the required CiIRR inventory and activity logs; generate and identify CiIRR requests for action; pull and print CiIRR microfiche; photocopies controlled and classified paper files; correctly package and ship the hard copy CiIRR files; and re-files CiIRR microfiche and paper files; perform direct support, as required, for DMDC Boyers

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daily office operations and administration; respond to approximately 60 CiIRR files requests for per month.

4.3.4 Provide iIRR Classified and Controlled Files Oversight

4.3.4.1 Assist in processing FOIA/PA requests, routine use requests received from other Defense Department Components, Federal agencies, and State or local law enforcement entities.

4.3.4.2 Preview complex and sensitive requests for data for release.

4.3.4.3 Retrieve iIRR investigative data, records, and related materials in response to requests for information.

4.3.4.4 Screen data, ensure proper accountability, and cite appropriate exemptions to Government staff.

4.3.4.5 Refer requests for information to the appropriate agency

4.3.5 Provide Operations Support

4.3.5.1 Perform security receptionist duties during working hours.

4.3.5.2 Provide escorts for all DMDC Boyers' visitors.

4.3.5.3 Support of DMDC Liaison personnel may be required.

4.4 Perform Business Analysis (Alexandria, VA and Seaside CA) *The contractor shall:*

4.4.1 Support the gathering of data and the coordination of the IT Exhibits for the President's Budget; assist in the preparation of draft Program Objective Memorandum (POM) fiscal documentation and support documentation;

4.4.2 Assist the Government with the gathering and coordination of data for the development of the OMB submissions to include, but not limited to, the IT 300, the OMB IT Dashboard, and the DBSMC Certification of Procurement Appropriations for Expenditure using appropriate systems (SNAP IT (Software) and The DoD IT Portfolio Repository (*DITPR*))

4.4.4 **Development and maintenance** of financial databases for the Government's management and execution of budgets; maintaining budget execution actuals including forecasted expenditures for each of the DMDC enterprise wide program offices;

4.4.5 Support of DMDC business process improvement initiatives to include providing resources skilled in workflow charting and process reengineering with focus on best practices used by the Federal Government in budget formulation, budget execution, performance management, compliance reporting, and other areas of general areas of business operations;

4.4.6 Create lifecycle cost estimate analyses, from initial deployment through sustainment, for DMDC provided solutions for delivery to DMDC customers;

4.4.7 Download Defense Finance and Accounting Services (**DFAS**) On-Line Report Viewing (OLRV) reports on a regular basis - ensure commitments, obligations and incoming Military Interdepartmental Purchase Requests are correctly recorded.

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4.4.8 Pull current year internal database data to update current year Execution Plan - ensure records are accurately recorded.

4.4.9 Reconcile OLRV and internal data.

4.4.10 Perform research on current topics, for example, multiple Letters of Agreement (LOA) on contracts, Federal Acquisition (FAR) clauses, Financial Management Regulation (FMR) guidance, 7000.14-R.

4.4.11 Process planned reimbursable funds as required for insertion to Execution Plan.

4.4.12 Track actual execution against planned execution - bring discrepancies to government employee for resolution.

4.5 Provide Performance Metrics- Alexandria, VA *The Contractor shall:*

4.5.1 Research, identify and analyze industry best practices, performance based metrics, and standards of operation for DMDC's business lines that pertain to identity, analytics, decision support, and benefits.

4.5.2 Provide written quarterly reports of findings from 4.5.1 so that incremental implementation can be socialized and briefed to the DMDC Management Action Group (DMAG), and staged for adoption and rollout within DMDC.

4.5.3 Develop roadmap for achieving business process reengineering while recommending change management methodology to assist DMDC in achieving internal efficiencies and goals.

4.5.4 Develop a mechanism for quarterly assessment of metrics and feedback into business line owner that includes analysis summary of impact and return on investment (ROI). Assess top 2 projects within business lines, assess areas of cost savings and cost avoidance. Draft impact assessment of those projects: capture baseline data, recommend inefficiency solutions, and assist with implementation of adopted recommendations.

4.6 Attend Meetings

4.6.1 Participate in a Post Award Kickoff Meeting at 4800 Mark Center Drive, Alexandria VA. Further details provided after contract award.

4.6.2 Attend monthly Senior Management Review (SMR) meetings at 4800 Mark Center Drive, Alexandria VA to review contract performance and discuss issues. These meetings are generally scheduled the last week of the month and cover performance for the previous month.

4.6.3 Prior to each meeting, provide an advance written SMR summary to the Contracting Officer Representative (COR) in accordance with the format specified by the government (see an example at Appendix S- Senior Management Review Format). This format may be modified by the government.

4.6.4 Submit monthly SMR meeting minutes to the COR.

5.0 Deliverables

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6.0 Provide Transition of Contract Services The contractor shall provide a plan for transition in and out services to ensure minimum disruption to vital Government business. This plan shall address how the Contractor will work with the incumbent and Government personnel to ensure that there will be no service degradation during and after the transition-in period (initial ten day period after date of contract award) and during the transition-out period (ten day period prior to date of contract expiration). The contractor (if other than the incumbent) shall assume responsibility for all contract services on the final day of the transition –in period.

7.0 Contractor Travel Contractor costs for Government authorized travel are included in this contract. All travel shall be in accordance with FAR 31.205-46 and applicable travel regulations (Joint, Federal or Standardized). Contractor payment claims shall include applicable documentation to support actual costs incurred (e.g. airfare and hotel/lodging receipts) as well as any receipts valued at or above \$75.00. Failure to provide appropriate documentation may result in loss of reimbursement of travel expenses. Infrequent local or long-distance travel may be required to various locations, as directed by the Government, in order to perform the tasks delineated in this PWS.

8.0 Contractor Personnel All contractor personnel shall:

8.1. Be skilled in the use of Microsoft Office Suite (2003 and 2010), e.g. Word, PowerPoint, Excel, Access and Microsoft SharePoint.

9.0 Security

The contractor shall establish appropriate administrative, technical, and physical safeguards to protect any and all Government data to ensure the confidentiality, integrity, and availability of government data

9.1. Personnel Security Clearance and Vetting Requirements

9.1.1 Prior to beginning work, DODI 5200.2-R , all contractor personnel must comply with DMDC contractor vetting requirements for submittal of Information Technology (IT) trustworthiness determination requirements and ensure that all personnel are designated as IT-I, IT-II, or IT-III as determined by DMDC according to the criteria of the position sensitivity designation; For positions involving access to classified information, the appropriate Secret or Top Secret clearance will be required as needed.

9.1.2. Comply with HSPD-12 Personal Identity Verification (PIV) issuance requirements, known as the Common Access Card (CAC) for DMDC.

9.2.3 Comply with DMDC Information Systems Security Group (DISSG) procedures to maintain proper security clearance or vetting prior to beginning work under the contract. DMDC Division Director and DISSG will determine the proper vetting or security clearance requirement. Due to varying access requirements, information and data to which each contractor person may have access, personnel security clearance and vetting requirements will vary.

9.1.4. Obtain/maintain a favorable FBI National Criminal History Check (fingerprint check), two forms of identity proofed identification (I-9 document), and submit a National Agency Check and Law Credit (NACLC) vetting package for processing.

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9.1.5 Obtain CAC or PIV ready status for those positions requiring security clearances.

9.1.6 Maintain a favorable FBI National Criminal History Check and ensure completion and successful adjudication of a NACLAC as required for Federal employment. If at any time, any contractor person is unable to obtain/maintain an adjudicated NACLAC, the DMDC Information Systems Security Group (DISSG) shall be notified immediately and the contractor person shall be immediately removed from work under this contract and the government site. If at any time, any contractor person is unable to maintain a security clearance the DISSG shall be notified immediately and the contractor person shall be immediately removed from work under this contract and the government site.

9.1.7 Execute Non-Disclosure Agreements prior to being provided access to any DMDC application or administrator passwords. The contractor should refer to DoD Regulation 5200.2-R, Personnel Security Program for details.

9.1.8 U.S. citizenship is required for all personnel who have not previously submitted trustworthiness determination and/or security clearance by October 26, 2006. All personnel proposed to fill positions requiring Local Registration Authority (LRA) functions must be U.S. citizens.

9.1.9 Display the Government-issued access badges (CAC) when accessing Government facilities.

9.1.10 Execute a DD Form 2841, Department of Defense (DoD) Public Key Infrastructure (PKI) Certificate of Acceptance and Acknowledgement of Responsibilities, and adhere to the acknowledged responsibilities there under (required for CAC issuance).

9.1.11 Comply with the following data access requirements: vetting at the appropriate designated level; completion of DMDC Information Assurance/Security Awareness training (annually); completion of DMDC Privacy Awareness Training; Execution of the DMDC User Agreement; and other security related training provided by DMDC to ensure users understands all DMDC and DoD protocols.

9.2. Protection of Personally Identifiable Information (PII)

9.2.1. Protect PII, (which is defined as individual's first name or first initial and last name in combination with any one or more of the following data elements including, but not limited to: social security number; biometrics; date and place of birth; mother's maiden name; criminal, medical and financial records; educational transcripts, etc.), as confidential and safeguard such information from unauthorized use and disclosure and not to appropriate such PII for its own use or to disclose such information to third parties unless specifically authorized by the Government, in writing.

9.2.2. Protect PII to ensure access is only to those employees who need the PII to perform services stated in this PWS and not discuss, divulge or disclose any such PII to any person or entity except those persons within the contractor's organization as it pertains to performance on this contract.

9.2.3 Administer a monitoring process to ensure compliance with DoD Privacy Programs. Any discrepancies or issues should be discussed immediately with the Contracting Officer Representative (COR) and corrective actions will be implemented immediately.

9.2.4 Report privacy breaches immediately to DMDC CIO/Privacy Office and secondly to the COR.

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9.2.5 Attend Privacy training upon hiring and annually in accordance with the Privacy Act of 1974 Section (m) (1).

9.2.6 Safeguard all government furnished equipment, information and property, and protect personnel, installations, projects, operations, and related resources against capable threats from terrorists, criminal activity, and other subversive or illegal activity in accordance with DoD 5200.08-R, DoD Physical Security Program.

10.0 Government Furnished Property/Equipment

Government will provide Government Furnished Information (GFI) as well as office space and workstations on a space available basis for the requirements stated in this PWS.

11.0 Quality Control

The contractor shall implement and maintain a Quality Control Plan (QCP) to ensure work performed conforms to the scope of work and meets the requirements under this PWS. The QCP shall, at a minimum provide a method for performing inspections; identifying, correcting and preventing problems/defective service; addressing customer complaints, and improving the quality of services over the life of the contract.

12.0 Quality Assurance

12.1 Inspections/Surveillance

The Government reserves the right to perform inspections and surveillance to evaluate the Contractor's compliance to the contract terms and performance of the requirements in the PWS. The Government will make every effort to ensure that the surveillance methods described below are conducted in an objective, fair, and consistent manner.

12.1.1 Periodic Surveillance

This action occurs when the COR or other Government official observes a deficiency. Examples include evidence from accidents, incidents, or delays. Regardless of where in the line-of-duty the COR observes contractual procedures not being followed, he/she has an obligation to document and report the deficiency to the Contracting Officer.

12.1.2 Customer Complaint Surveillance

This action is instituted when the COR receives a complaint from a stakeholder (stakeholder organizations include DMDC and DHRA) regarding contractor service. The COR will obtain the complaint in writing and then conduct an investigation to determine its validity. If the complaint is deemed valid, the COR will immediately notify the contracting Officer for action. The COR will notify both the Contract Manager and the complainant of the Government's response to their complaint.

12.2 Contract Discrepancy Report (CDR)

In the event of unsatisfactory contractor performance, the COR or CO will issue a CDR that will explain the circumstances and findings concerning the incomplete or unsatisfactory service. The contractor shall acknowledge receipt of the CDR and respond in writing as to how he/she shall correct the unacceptable performance and avoid a recurrence. The Government will review the

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contractor's corrective action response to determine acceptability and will use any completed CDR as part of an overall evaluation of Contractor performance when determining present or future contractual actions.

12.3. Critical Performance Elements

13.0 Applicable Documents

- DoD Directive 5200.2-R Personnel Security Program;
- DoD Directive 5200.08-R, DoD Physical Security Program;
- DoD Directive 5400.11 DoD Privacy Program;
- DoD 5400.11-R DoD Privacy Program;
- Homeland Security Presidential Directive (HSPD)12
- DoD 5110.4-M- DoD Manual for Written Correspondence

TECHNICAL EXHIBIT I:

Table of current staffing.



This position requires a Secret Level clearance
These positions require a Top Secret clearance.